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Our Case No.10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Riley, et al.)	
)	Examiner: Tan D. Nguyen
Serial No. 10/029,769)	
)	Group Art Unit No.: 3629
Filing Date: October 19, 2001)	
)	Confirmation No. 4749
For METHOD FOR IMPLEMENTING)	
SERVICE DESK CAPABILITY)	

RESUBMISSION OF AMENDMENT B

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated February 27, 2007 and the Notice of Non-Compliant Amendment mailed May 29, 2007, please enter the following amendments and consider the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 15 of this paper.